



**Avaya Aura[®] Solution for Midsized
Enterprise**
Release Notes

Release 6.1
Issue 2
June 6, 2011

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Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:

<http://www.avaya.com/support>

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you — Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers must carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers might experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment is the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. might void the user's authority to operate this equipment.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

European Union Declarations of Conformity



Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the Avaya Support Web site:

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Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:

<http://www.avaya.com/support>

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General Information

The Avaya Aura® Solution for Midsize Enterprise Release 6.1 Solution Template delivers the following applications for use as virtual machines running on System Platform 6.0.3. See [Related Release Notes](#) on page 5 for pointers to the release notes for these and other applications. The application release notes should be consulted for fixes, known issues and workarounds for these applications.

- Communication Manager 6.0.1
- Communication Manager Messaging 6.0.1
- Session Manager 6.1
- System Manager 6.1
- Presence Services 6.1
- Utility Services 6.1
- Application Enablement Services 6.1
- Session Border Controller 6.0.2 (Beta use only)

The following upgrade, configuration and interoperability notes apply specifically to the June release of Solution for Midsize Enterprise Release 6.1:

- A new software template (6.1.0.0.2580) is available with the June release. This template replaces the software template released in April (6.1.0.0.2577). Template 6.1.0.0.2580 provides support for Session Boarder Controller (SBC) Beta trials with Midsize Enterprise Release 6.1 but is functionally identical to template 6.0.1.1.2577 for all other applications. The only reason to upgrade from 6.1.0.0.2577 to 6.1.0.0.2580 is to participate in the Session Border Controller Beta program. If interested in this program, contact Scott Larson at (303) 538-2407.
- Software template 6.1.0.0.2580 can be used to recover a system originally installed from 6.1.0.0.2577.
- The June release supports new installs and upgrades from Collaboration Server 6.1 and Midsize Business Template 5.2.1
 - The June release is not an upgrade path from Collaboration Server 6.0.
 - No license credit will be given for existing licenses.
- System Platform Fast Reboot High Availability (HA) is not supported.
- Peer-to-peer integration to an existing CM 5.2.1 system will use an H.323 trunk to enable use of Polycom video endpoints.
- Backup and restore operations should be performed through the System Platform Web Console. Do not perform backup and restore operations through the System Manager.

Installation Notes

- The Midsize Enterprise Intelligent Workbook must be followed exactly for successful installation.
- The Midsize Enterprise ISO images must be downloaded and burned to three standard DVDs.
- Only use the System Manager WebLM instance of the licensing server (see Intelligent Workbook for administration of Communication Manager to use this WebLM).
- After installation, look for the most recent application service-packs or updates. Follow the procedures in the Intelligent Workbook to update the applications.
- System Manager patches cannot be applied by using the System Platform Web Console. They must be applied by using the System Manager Command Line Interface.

Pre-installation steps for upgrading to Midsize Enterprise Release 6.1 from Collaboration Server 6.1

System Manager pre-upgrade patch

A patch (System_Manager_06_01_patch.sh) must be applied to the System Manager 6.1 virtual machine running on Collaboration Server 6.1 before the upgrade to System Platform 6.0.3 and Midsize Enterprise Release 6.1. See PCN1784Pu at <http://support.avaya.com> for more details.

Security Module VLAN setting

On some systems, the Session Manager Instance created in System Manager was created with the VLAN ID set to 1 for the Security Module. This must be changed for successful communication with the Session Manager.

In the System Manager Web interface:

1. Navigate to **Elements > Session Manager > Session Manager Administration**.
2. Select the Session Manager Instance, and click **Edit**.

3. Under **Security Module**, clear (remove) the **1** in the **VLAN ID** field.
4. Click **Commit**.

This can be performed after the upgrade although the Entity Links will remain down until the change is complete.

Enrollment Password

Before starting the upgrade, the following steps must be completed to ensure correct Enrollment Password use:

1. In the CDOM CLI, run this command:

```
grep presence_va.SCEP_PASSWORD /vspdata/template/Midsize_Ent/ovf-env.txt
```

The output should be similar to the following:

```
presence_va.SCEP_PASSWORD=admin123
```

2. Record the password shown in the output for use in the following steps.
3. Ensure a non-expired Enrollment Password in System Manager. This is necessary as the System Manager clients (Session Manager and Presence Services) will need to re-enroll as part of their upgrade.
 - a. In the System Manager Web Interface, navigate to **Services > Security > Certificates > Enrollment Password**.
 - b. Choose at least **8 hours** from the **Password expires in** drop down menu.
 - c. Confirm that the password in the **Existing Password** field matches the password displayed in Step 1. If the passwords differ, in the **Password** field, enter the password that you obtained in Step 1.
 - d. Click **Commit**.
 - e. In the CDOM Web Interface, navigate to **Server Management > Network Configuration**.
 - f. Scroll down to the bottom of the page to the Session Manager heading.
 - g. Confirm that the password in the **Enrollment Password** field matches the password displayed in Step 1. If the passwords differ, in the **Enrollment Password** field, enter the password that you obtained in Step 1.
 - h. Click **Save**.
4. After the upgrade is complete, you will need to manually set the Session Manager to Accept New Service. To do this, follow these steps from the System Manager Web Console:
 - a. Select **Elements > Session Manager** from the main screen.

- b. Select **Dashboard** from the menu options.
- c. Select the Session Manager instance by putting a check in the box to its left.
- d. From the **Service State** drop down menu, select **Accept New Service**.
- e. On the following screen, confirm your choice

Related Release Notes

Avaya Aura[®] Communication Manager 6.0.1

For information regarding Communication Manager Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **Communication Manager**, and when **Avaya Aura[®] Communication Manager** appears below, select it.
An overview of Avaya Aura[®] Communication Manager is displayed.
4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.0.x** in the release pull down menu.
6. Release Note links are displayed.

Communication Manager Messaging 6.0.1

For information regarding Communication Manager Messaging Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **Communication Manager Messaging**, and when it appears below, select it.
An overview of Communication Manager Messaging is displayed
4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.0.x** in the release pull down menu.
6. Release Note links are displayed.

Avaya Aura® Session Manager Release 6.1

For information regarding Session Manager Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **Session Manager**, and when **Avaya Aura® Session Manager** appears below, select it.

An overview of Avaya Aura® Session Manager is displayed.

4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.1.x** in the release pull down menu.
6. Release Note links are displayed.

Avaya Aura® System Manager Release 6.1

For information regarding System Manager Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **System Manager**, and when **Avaya Aura® System Manager** appears below, select it.

An overview of Avaya Aura® System Manager is displayed.

4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.1.x** in the release pull down menu.
6. Release Note links are displayed.

Avaya Aura® Presence Services 6.0

For information regarding Presence Services Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **Presence Services**, and when **Avaya Aura® Presence Services** appears below, select it.

An overview of Avaya Aura® Presence Services is displayed.

4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.1.x** in the release pull down menu.
6. Release Note links are displayed.

Avaya Aura® Application Enablement Services 6.1

For information regarding AES Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **Application Enablement Services**, and when **Avaya Aura® Application Enablement Services** appears below, select it.
An overview of Avaya Aura® Application Enablement Services is displayed.
4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.1** in the release pull down menu.
6. Release Note links are displayed.

Avaya Aura® Session Border Controller 6.0.2

For information regarding Session Boarder Controller Updates:

1. Go to the Avaya Support site at <http://support.avaya.com>.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Begin to type **Session Border Controller**, and when **Avaya Aura® Session Border Controller** appears below, select it.
An overview of Avaya Aura® Session Border Controller is displayed.
4. In the left pane, click **Documents > Release Notes & Software Update Notes**.
5. Select **6.0.x** in the release pull down menu.
6. Release Note links are displayed.

Endpoints and Adjuncts

Release notes for generally available endpoints and adjuncts that are supported by Midsize Enterprise Release 6.1 can be found in a similar manner.

Known Issues

Following are the known issues with Midsize Enterprise Release 6.1.

Table 1: Known issues with Midsize Enterprise Release 6.1

| Issue | Keywords | Workaround |
|--|----------|------------|
| Performing a backup of cdom will cause service interruption. | 852185 | |
| Session Manager application shows as partially up in CDOM when application is actually fully running. | 851692 | |
| 96x1 station templates are available in System Manager but cannot be used without first creating an Alias for each in Communication Manager. | NA | |
| When Avaya one-X [®] Communicator endpoints registered to Midsize Enterprise Release 6.1 transfer calls to endpoints on a CS1000 system or attempt to conference endpoint on a CS1000, there is no talk-path. | 833217 | |
| Cannot duplicate users in System Manager. | 825914 | |
| Load balancing algorithm for audio / video callers does not work as expected on Avaya Aura [®] Conferencing. | 733828 | |
| Video port not changing after re-invite from Avaya Aura [®] Conferencing. Voice activated switching may not work in some cases. | 103081 | |
| No video between ADVD and 10x0. | 16241 | |
| Presence status message with special characters is not represented correctly in the top bar. | 15878 | |
| Avaya Aura [®] Conferencing welcome message repeats continuously when entering pass code from an Avaya one-X [®] Communicator SIP endpoint. | 16592 | |
| The Avaya Aura [®] System Manager 6.1 Service Pack 2 software must be installed on Avaya Aura [®] System Manager 6.1 Service Pack 1.1. If you are on a release earlier than System Manager 6.1 Service Pack 1.1, you must first upgrade to System Manager 6.1 Service Pack 1.1 before upgrading to System Manager 6.1 Service Pack 2. | NA | |
| | | |

Session Border Controller SDK Licenses

The Session Boarder Controller SDK license text file included in the post install wizard of Midsize Enterprise Software Template 6.1.0.0.2580 has been superseded by the license in [Appendix B: Web SDK Third Party Licenses](#).

Technical Support

Support for Midsize Enterprise is available through Avaya Technical Support.

If you encounter trouble with Midsize Enterprise:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging on to the Avaya Technical Support Web site at <http://support.avaya.com>.
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the [Support Directory](#) listings on the Avaya support Web site.

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note:

If you have difficulty reaching Avaya Technical Support at the above URL or e-mail address, please go to <http://www.avaya.com> for more information.

When you request technical support, provide the following information:

- Configuration settings, including Midsize Enterprise configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.



Tip:

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Contacts](#) listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site <http://support.avaya.com>.

Appendix A: Acronyms

| | |
|-------------|---|
| AAR | Automatic Alternate Routing |
| ACD | Automatic Call Distribution |
| AES | Application Enablement Services |
| ARS | Automatic Route Selection |
| ASA | Avaya Site Administration |
| ASAI | Adjunct Switch Applications Interface |
| ATM | Asynchronous Transfer Mode |
| AVP | Avaya Voice Portal |
| AWOH | Administered WithOut Hardware |
| BA | Bridge Appearance |
| BSR | Best Service Routing |
| BRI | Basic Rate Interface |
| BTD | Busy Tone Disconnect |
| CDR | Call Detail Record |
| CLI | Command Line Interface |
| CLAN | TN799 Control LAN circuit pack that controls TCP/IP signalling and firmware downloads |
| CMA | Call Management System |
| CMM | Communication Manager Messaging |
| CMS | Call Management System |
| CNC | Control Network C |
| COR | Class of Restriction |
| CPU | Central Processing Unit |
| CPN | Calling Party Number |
| CSS | Center Stage Switch |
| CTI | Computer Telephony Integration |
| DC | Direct Current |
| DCP | Digital Communications Protocol |
| DCS | Distributed Communication System |
| DECT | Digitally Enhanced Cordless Telecommunications |
| DMCC | Device Media and Call Control |

Appendix A: Acronyms

| | |
|--------------|---|
| DPT | Dial Plan Transparency |
| DSP | Digital Signal Processor |
| DTMF | Dual Tone Multi-Frequency |
| EAS | Expert Agent Selection |
| EMU | Enterprise Mobility Users |
| ES | Evolution Server |
| ESS | Enterprise Survivable Server |
| ETSI | European Telecommunication Standards Institute |
| FAC | Feature Access Code |
| FNE | Feature Name Extension |
| FS | Feature Server |
| HDX | A Polycom high definition video room system |
| HEMU | Home Enterprise Mobility User |
| IGAR | Inter-Gateway Alternate Routing |
| IP | Internet Protocol |
| IPSI | Internet Protocol Server Interface |
| ISDN | Integrated Services Digital Network |
| ISG | Integrated Services Gateway |
| J24 | Avaya Digital Terminal for Japan |
| LAN | Local Area Network |
| LAI | Look Ahead Interflow |
| LAR | Look Ahead Routing |
| LED | Light Emitting Diode |
| LSP | Local Survivable Processor |
| OPTIM | Off-Premise Telephony Integration with MultiVantage |
| MG | Media Gateway |
| MGC | Media Gateway Controller |
| MIB | Management Information Base |
| MOH | Music on Hold |
| MPC | Maintenance Processor Complex |
| MST | Message Sequence Trace |
| MTA | Message Trace Analysis |
| MWI | Message Waiting Indicator |
| NCR | Network Call Redirection |

| | |
|-------------|--|
| NIC | Network Interface Card |
| NR | Network Region |
| OEM | Original Equipment Manufacturer |
| PAM | Pluggable Authentication Modules |
| PBX | Private Branch eXchange |
| PE | Processor Ethernet |
| PSA | Personal Station Access |
| PSTN | Public Switched Telephone Network |
| PCD | Packet Control Driver |
| PCOL | Personal Central Office Line |
| PNC | Port Network Connectivity |
| QSIG | International Standard for inter-PBX feature transparency at the Q reference point |
| RDTT | Reliable Data Transport Tool |
| RFC | Request for Comments |
| RMB | Remote Maintenance Board |
| RMX | A Polycom media conferencing platform, used by CM as a video and audio bridge |
| RTP | Real-Time Protocol |
| SAC | Send All Calls |
| SAT | System Access Terminal |
| SAL | Secure Access Link |
| SAMP | Server Access and Maintenance Processor |
| SBA | Simulated Bridge Appearance |
| SBC | Separation of Bearer and Signaling |
| SBS | Separation of Bearer and Signaling |
| SES | SIP Enablement Services |
| SIP | Session Initiation Protocol |
| SDP | Session Description Protocol |
| SO | Service observer |
| SMI | System Management Interface |
| SVNS | Simple Voice Network Statistics |
| TAC | Trunk Access Code |
| TCP | Transmission Control Protocol |
| TDM | Time Division Multiplex |
| TSC | Temporary Signaling Connection |

Appendix A: Acronyms

| | |
|-------------|---|
| TSP | Toshiba SIP Phone |
| TSRA | Time Slot Record Audit |
| TTI | Terminal Translation Initialization |
| TTS | Time To Service |
| UCID | Universal Call ID |
| URI | Uniform Resource Identifier |
| USNI | United States Network Interface |
| USB | Universal Serial Bus |
| VALU | Value-Added |
| VDN | Vector Directory Number |
| VOA | VDN of origin Announcement |
| VoIP | Voice over Internet Protocol |
| VEMU | Visitor Enterprise Mobility User |
| VLAN | Virtual Local Area Network |
| VSX | A Polycom standard definition video room system |

Appendix B: Web SDK Third Party Licenses

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The following companies and services provide source licensing information associated with third-party products that have been integrated with or used in developing Web SDK for Acme Packet products.

Apache

Commons HttpClient-3.0 RC3

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Tomcat

© 2001-2008, Apache Software Foundation

XMLBeans

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Michael H. Kay

27 January 2010

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